

Independent Ombudsman

for the

Texas Juvenile Justice Department



Fourth Quarter Report FY 17

June 1, 2017 to August 31, 2017

Introduction:

This report is the fourth Quarterly Report of FY 2017 to be submitted by this office under statute and is intended for the Executive Director of the Texas Juvenile Justice Department (TJJD), the Governor, Lt. Governor, Speaker of the House, members of the Texas Legislature, and the Auditor for the State of Texas. This report will serve to provide a description of the activities of the office during the fourth quarter of FY 17 spanning June 2017 through August 2017.

Overview of the Work of the Independent Ombudsman

The Independent Ombudsman (IO) was established for the purpose of investigating, evaluating, and securing the rights of the children committed to the Juvenile Justice Department, including a child released under supervision before final discharge. Senate Bill 1630, passed during the 84th Legislative Session, expanded those duties to include county post-adjudication facilities and contract facilities where county post-adjudicated youth are placed. To fulfill the duties of the office, IO staff regularly visit all TJJD secure facilities, halfway houses, parole offices, all county post-adjudication facilities and TJJD and county contract care programs.

Accounting of Site Visits, Youth Contact and Individual Cases

	FY16	4th Quarter FY17	FY17 Total
TJJD/Contract Site Visits	196	51	232
County Post Adjudicated/Contract Facility Site Visits	300	122	474
Number of Youth Interviewed	3194	1150	3137
Number of Youth Interviews Conducted	5451	1694	6742
Closed Cases	119	59	145

TJJD facilities visited by IO staff during the fourth quarter

Secure Facilities

Evins Regional Juvenile Center-*Edinburg TX*
Gainesville State School-*Gainesville TX*
Giddings State School-*Giddings TX*
McLennan County State Juvenile Correctional Facility-*Mart TX*
McLennan Residential Treatment Center-*Mart TX*
Ron Jackson State Juvenile Correctional Complex -*Brownwood TX*

TJJD Halfway Houses

Ayres House-*San Antonio TX*
Brownwood Halfway House-*Brownwood TX*
Cottrell House-*Dallas TX*
Edna Tamayo House-*Harlingen TX*
McFadden Ranch-*Roanoke TX*
Schaeffer House-*El Paso TX*
Willoughby House-*Fort Worth TX*

Contract Care Facilities

Amikids, dba Rio Grande Valley-*Los Fresnos TX*
Garza County Regional Juvenile Center-*Post TX*
Gulf Coast Trades Center-*New Waverly TX*
Pegasus School RTC-*Lockhart TX*
Rite of Passage, Inc-*Granbury TX*
The Giocosa Foundation-*Arlington TX*
The Oaks-*Brownwood*

Parole

Amarillo Parole Region
Dallas Parole Office
El Paso Parole Office
Fort Worth Parole Office
Lubbock Parole Region
Midland Parole Region
San Antonio Parole Office
Tyler Parole Region

County post-adjudicated facilities visited by IO staff during the fourth quarter

County Operated

Amador R Rodriguez Boot Camp & Educational Center-*San Benito TX (Cameron County)*
Bell County Juvenile Services Center-*Killeen TX*
Bill Logue Juvenile Justice Center-*Waco TX (McLennan County)*
Brazoria County Juvenile Detention/Residential Treatment-*Angleton TX*
Burnett Bayland Rehabilitation Center-*Houston TX (Harris County)*
Cyndi Taylor Krier Juvenile Correctional Treatment-*San Antonio TX (Bexar County)*
Dallas County Short Term Adolescent Residential Treatment-*Dallas TX*
Dallas County Residential Programs and Drug Treatment-*Dallas TX*
Dallas County Youth Village-*Dallas TX*
Denton County Secure Correctional Facility-*Denton TX*
Ector County Youth Center-*Odessa TX*
Fort Bend County Juvenile Leadership Academy-Secure-*Richmond TX*
Grayson County Post-Adjudication Facility-*Denison TX*
Harris County Youth Village-*Seabrook TX*
Hays County Juvenile Post-Detention Center-*San Marcos TX*
H.O.P.E. Academy-*Tyler TX (Smith County)*
Jerry J. Esmond Juvenile Justice Center-*Galveston TX (Dickinson County)*
John R. Roach Juvenile Detention Center-*McKinney TX (Collin County)*
Judge Mario E. Ramirez Jr. Juvenile Justice Center-*Weslaco TX (Hidalgo County)*
Judge Ricardo H. Garcia Regional Juv. Detention-*San Diego TX (Duval County)*
L.I.F.E. & B.R.A.V.E. Residential Program-*San Benito TX (Cameron County)*
Leadership Academy-*Katy TX (Harris County)*
Letot Residential Treatment Center-*Dallas TX (Dallas County)*
Lubbock County Juvenile Justice Center-*Lubbock TX*
Lyle B. Medlock Treatment Facility-*Dallas TX (Dallas County)*
Marzelle Hill Transition Center-*Dallas TX (Dallas County)*
Meurer Intermediate Sanctions Center & Halfway House-*Austin TX (Travis County)*
Parent Adolescent Center-*Floyddada TX (Floyd County)*
Robert N. Barnes Regional Juvenile Facility-*Corpus Christi TX (Nueces County)*
Rockdale Regional Juvenile Justice Center-*Rockdale TX (Milam County)*
Samuel F. Santana Challenge Program-*El Paso TX (El Paso County)*
The Youth Center of the High Plains-*Amarillo TX (Randall County)*
Van Zandt County Youth Multi-Service Center-*Grand Saline TX*
Victoria Regional Juvenile Justice Facility-*Victoria TX*
Williamson County C.O.R.E. Program-*Georgetown TX*

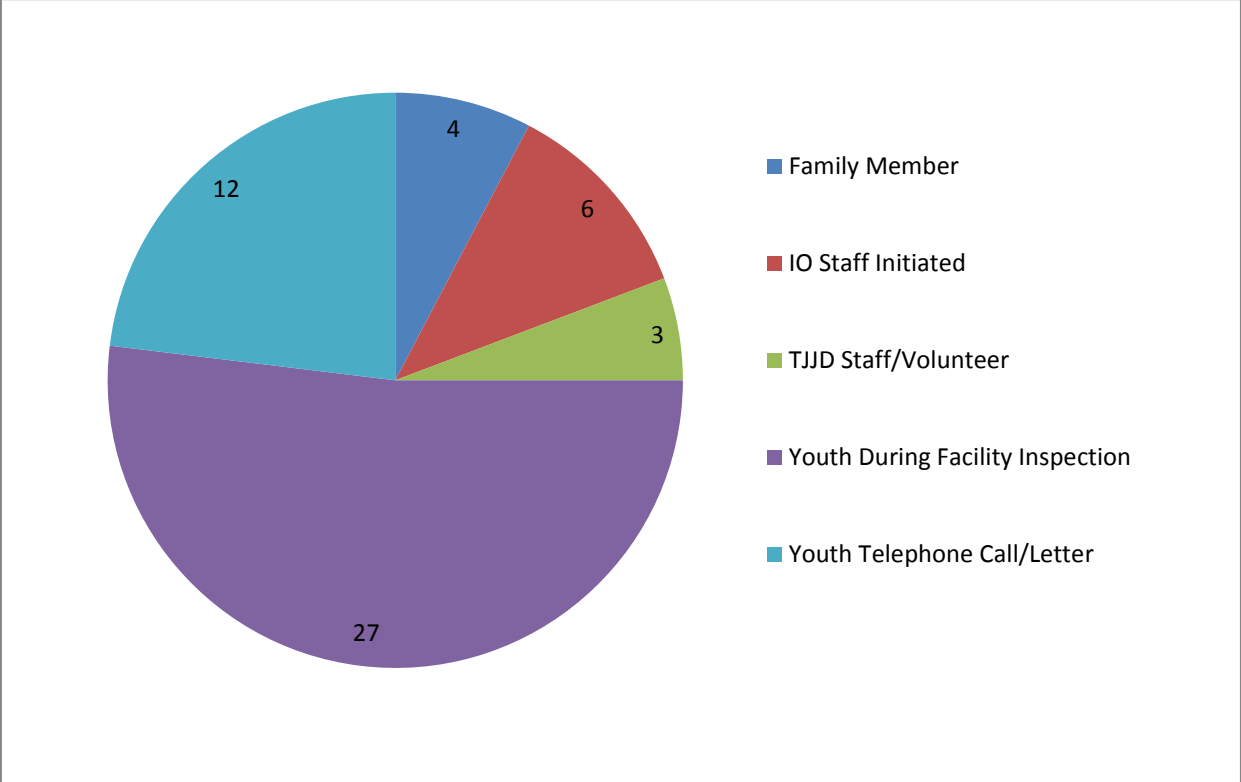
Contract Care Facilities for post adjudicated

Abraxas Hector Garza Center-*San Antonio TX*
Arms of Hope-*Medina TX*
Arms of Hope-*Quinlan TX*
Athletes for Change-*Glenn Heights TX*
Austin Children's Center-*Austin TX*
Austin State Hospital-*Austin TX*
Azleway Children's Services-*Tyler TX*
Azleway Drug Treatment Program-*Big Sandy TX*
Bridge Emergency Youth Services-*San Antonio TX*
Brookhaven Youth Ranch-*West TX*
Cal Farley's Boys & Girls Ranch-*Amarillo TX*
Carter's Kids Residential Treatment Center-*Richmond TX*
Center for Success and Independence-*Houston TX*

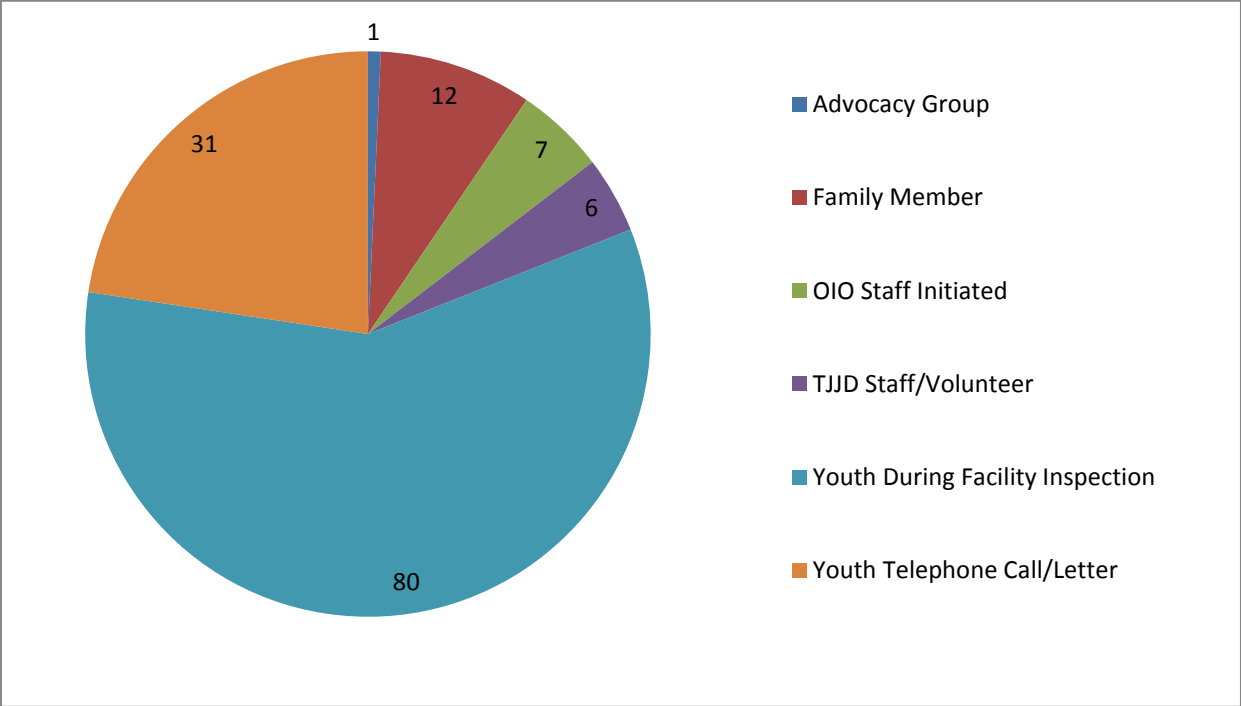
Cherokee Home for Children-*Cherokee TX*
Clarinda Academy-*Clarinda IA*
Concho Valley Home for Girls-*San Angelo TX*
Everyday Life RTC-*Bryan TX*
Father Flanagan's Boys Home-*Boystown NE*
Forest Ridge Youth Services-*Gruver IA*
Foster's Home-*Stephenville TX*
Freedom Place-*Spring TX*
Glenn Mills Schools-*Glenn Mills PA*
High Plains Children's Home-*Amarillo TX*
Hope Home-*Early TX*
Krause Children's Center-*Katy TX*
Lakeside Academy-*Kalamazoo MI*
Methodist Home-*Waco TX*
Mingus Mountain Academy-*Prescott AZ*
New Horizons, Audrey Grace House-*Abilene TX*
New Horizons, The Ranch-*Goldthwaite TX*
New Life Children's Home-*Canyon Lake TX*
North Texas State Hospital-*Wichita Falls TX*
Oddyssey House-*Houston TX*
Pathways Wilderness Program-*Mountain Home TX*
Phoenix House-*Austin TX*
Reed Adolescent Center-*Plainview TX*
Rite of Passage-*Queen Creek AZ*
San Marcos Treatment Center-*San Marcos TX*
Selena Center Youth Potential-*San Antonio TX*
Shamar Hope Haven RTC-*Houston TX*
Shoreline RTC-*Taft TX*
Vernon Drug Center-*Vernon TX*
West Texas Boys Ranch-*San Angelo TX*
Willoughby Juvenile Services-*Marshall TX*
Willow Bend-*Tyler TX*
Woodward Youth Academy-*Woodward IA*
Youth & Family Enrichment Center-*Tyler TX*

Anyone may file a complaint with the IO. Complaints can be made via telephone, mail, fax, email, or in person during a facility inspection. The IO received 63 complaints during the fourth quarter, 52 involving TJJD youth and 11 involving county post-adjudicated youth. The IO received 165 complaints during the fiscal year, 137 involving TJJD youth and 28 involving county post-adjudicated youth. The majority of these cases were received directly from the youth during facility inspections.

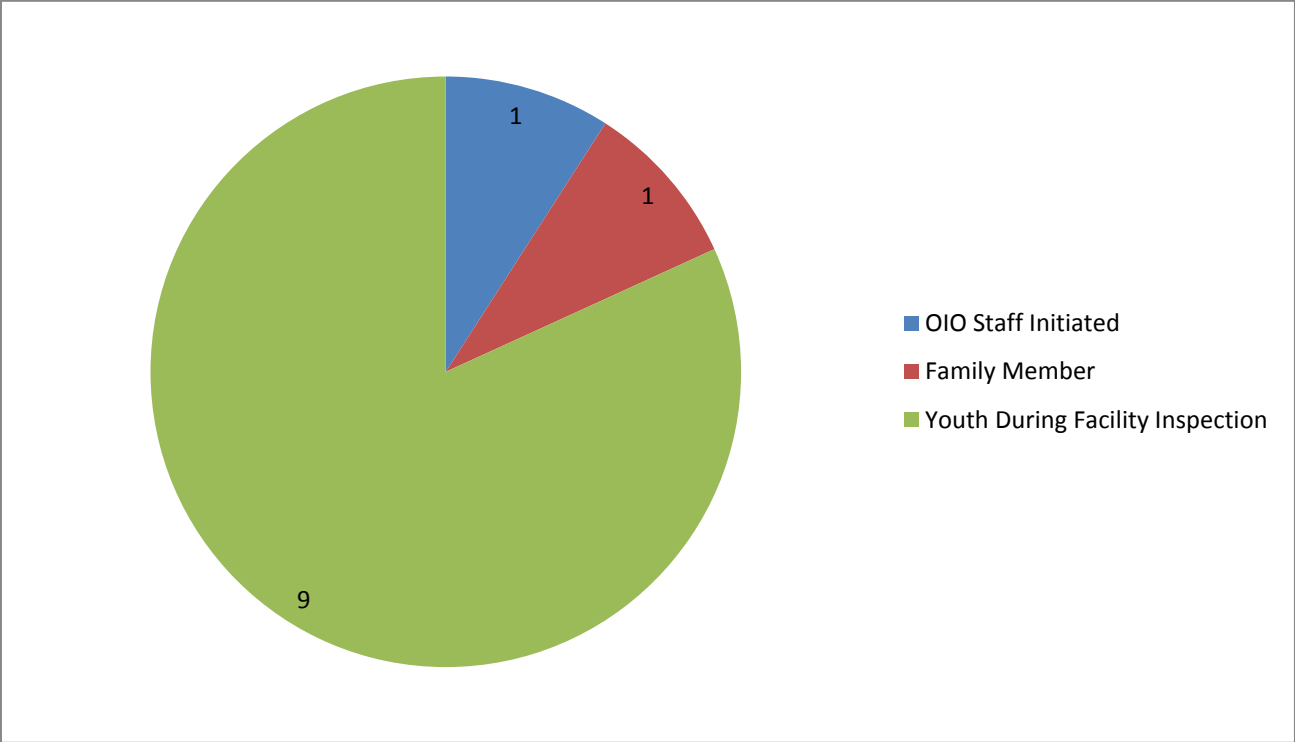
Complaints Involving TJJD Youth-Fourth Quarter FY 17



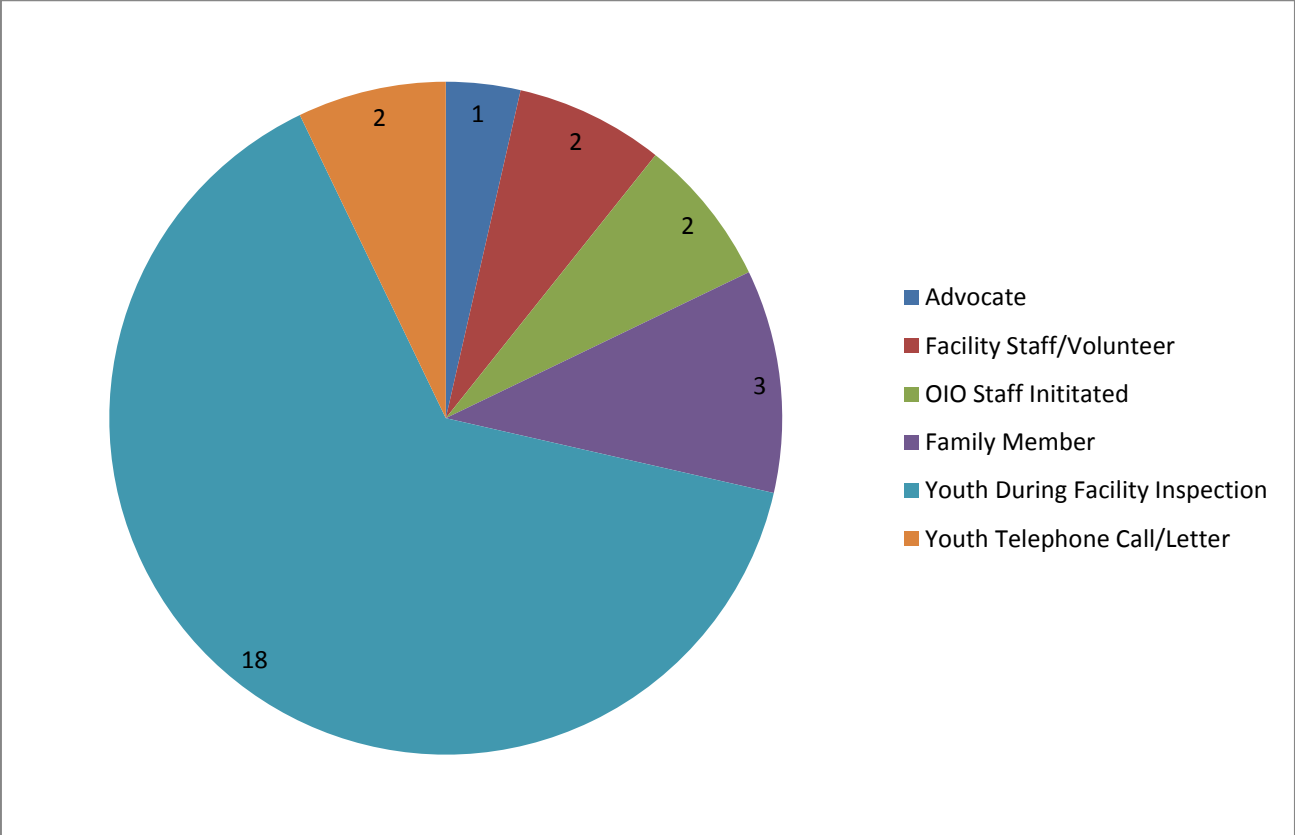
Complaints Involving TJJD Youth-FY 17



Complaints Involving County Post-Adjudicated Youth-Fourth Quarter FY 17



Complaints Involving County Post-Adjudicated Youth-FY 17



Complaints Received by Facility

Complaints Involving TJJD Youth-Fourth Quarter FY 17

	Behavior Management	Education	MLOS/Release Date	Medical	Other	Rule or Policy	Specialized Treatment	Staff Conduct	
Total for Facility									
Ayres House	1		1						
Brownwood House	1				1				
Evins RJX	10		1	3	2	1	3		
Gainesville State School	14		5	2	1	1	1	1	3
Garza County RJC	1					1			
Gidding State School	5			1	1			3	
McLennan County SJCF	4	2		1			1		
McLennan RTC	4				2	2			
Phoenix Program	1				1				
Ron Jackson SJCC	10				3				7
Willoughby House	1				1				

Complaints Involving TJJD Youth-FY 17

	Behavior Management	Education	MLOS/Release Date	Medical	Other	Parole	Religion	Rule or Policy	Specialized Treatment	Staff Conduct	
Total for Facility											
Ayres House	2		1		1						
Brownwood House	1				1						
Evins RJC	25		2	5	3			3	12		
Fort Worth Parole	1										1
Gainesville State School	35		5	4	7			3	1	7	8
Garza County RJC	1							1			
Giddings State School	13			2	1	1	1	1	1	6	
McFadden Ranch	2		2								
McLennan County SJCF	29	3	2	3				5	9		7
McLennan RTC	5				2			3			
Phoenix Program	2				1			1			
Ron Jackson SJCC	17		1	1	4					2	9
Willoughby House	3		1		1						
York House	1			1							

Complaints Involving County Post-Adjudicated Youth-Fourth Quarter FY 17

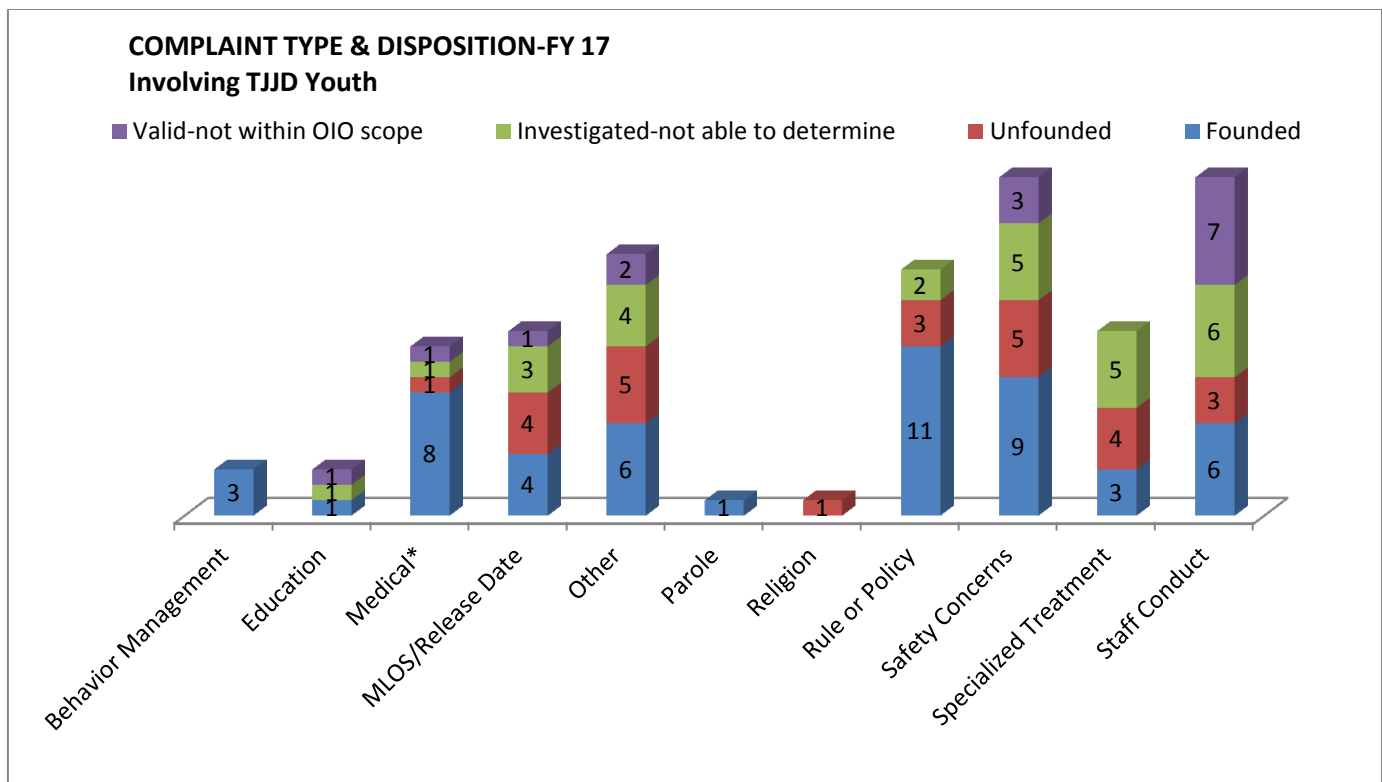
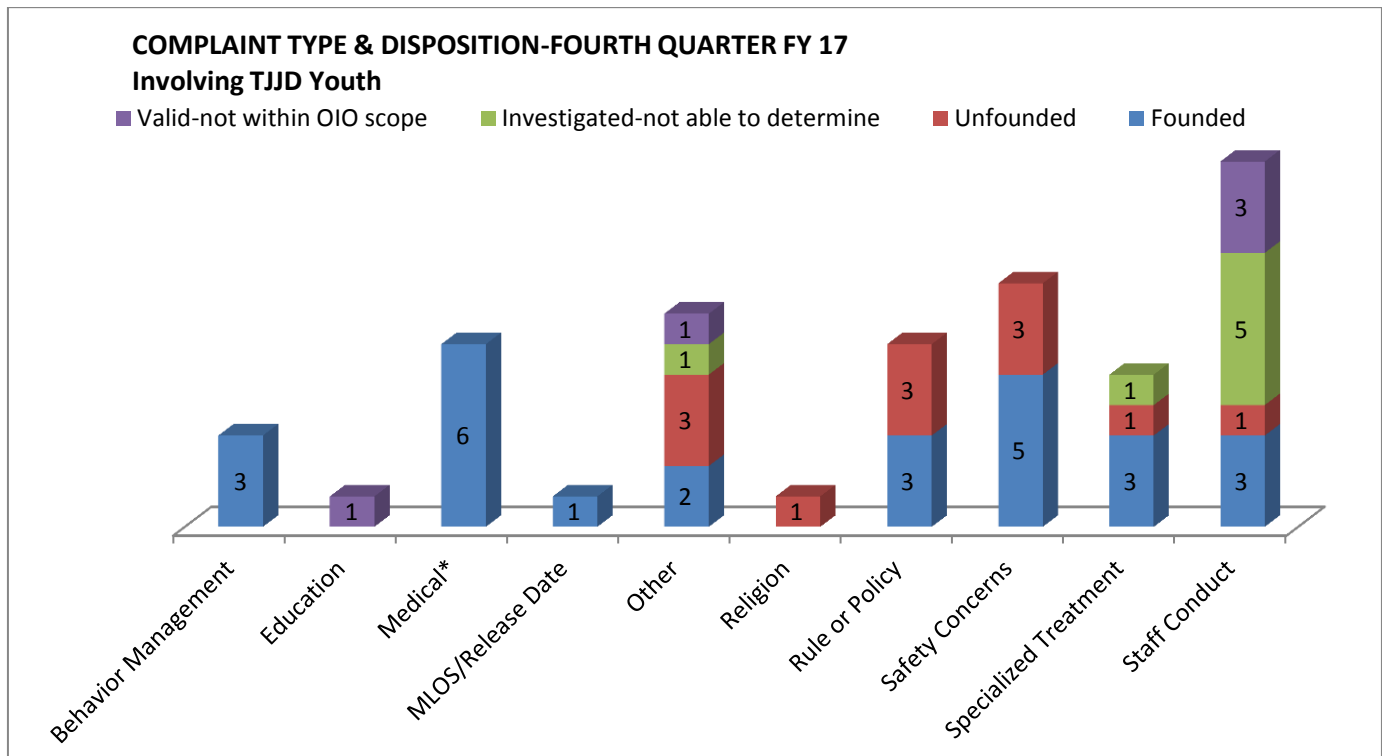
	Total for Facility	Medical	Other	Probation	Safety Concerns	Unresolved Grievances
Amador R Rodriguez Boot Camp & Educational Center	1					1
Bell County Juvenile Services Center	1					1
Bridge Emergency Shelter	1					1
Cyndi Taylor Krier Juvenile Correctional Treatment	1					1
John R. Roach Juvenile Detention Center	2	1	1			
Judge Ricardo H. Garcia Regional Juv. Detention	1					1
Lubbock County Juvenile Justice Center	1					1
Lubbock County Juvenile Justice Center	1					1
North Texas State Hospital-Vernon	1					1
Rite of Passage-Queen Creek, AZ	1				1	

Complaints Involving County Post-Adjudicated Youth-FY 17

	Total for Facility	Medical	Other	Probation	Religion	Rule or Policy	Safety Concerns	Staff Conduct	Unresolved Grievances
Amador R Rodriguez Boot Camp & Educational Center	1								1
Arms of Hope-Medina Campus	1			1					
Bell County Juvenile Services Center	1							1	
Bridge Emergency Shelter	1							1	
Brookhaven Youth Ranch	1							1	
Brookhaven Youth Ranch	2							1	1
Cherokee Home for Children	1			1					
Cyndi Taylor Krier Juvenile Correctional Treatment	1							1	
Denton County Secure Correctional Facility	1							1	
Ector County Youth Center	1								1
John R. Roach Juvenile Detention Center	2	1	1						
Judge Ricardo H. Garcia Regional Juv. Detention	1							1	
Lubbock County Juvenile Justice Center	1							1	
Lubbock County Juvenile Justice Center	1							1	
Methodist Home-Waco	1					1			
Mission Road Center	1			1					
North Texas State Hospital-Vernon	1							1	
Pegasus	1							1	
Phoenix House-Dallas	1								1
Rite of Passage-Queen Creek, AZ	1			1					
San Marcos Treatment Center	1							1	
Shoreline RTC	1						1		
Shoreline RTC	1							1	
The Oaks Brownwood	1					1			
The Oaks Brownwood	1							1	
Willow Bend-Tyler	1								1

Closed Cases

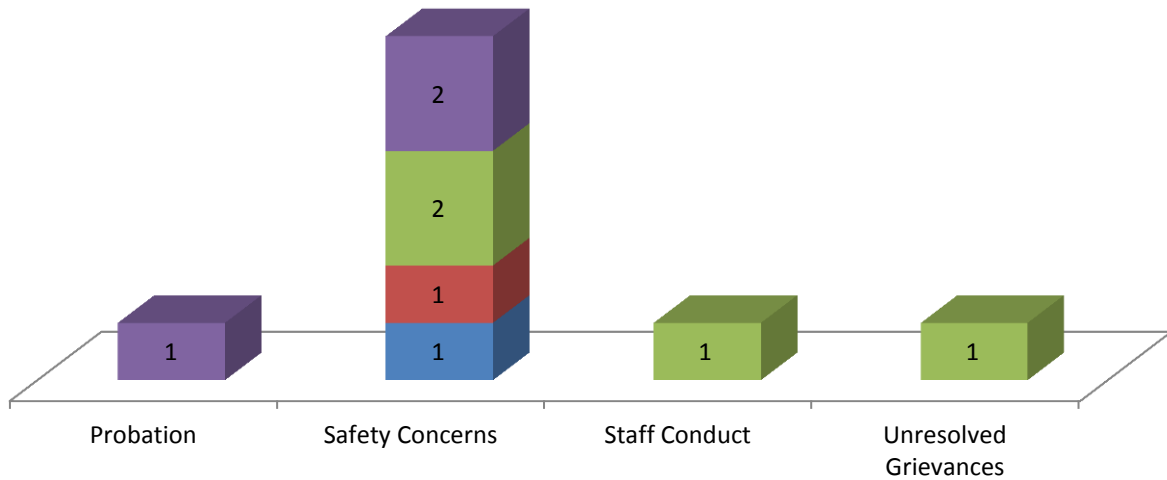
The IO closed 59 cases in the fourth quarter, 50 involving TJJD youth and 9 involving county post-adjudicated youth. During FY 17, the IO closed 145 cases, 119 involving TJJD youth and 26 involving county post-adjudicated youth. Cases are closed in one of four ways: Founded, Unfounded, Investigated-unable to determine, and Valid-not within IO scope.



Note: The Independent Ombudsman generally does not make findings regarding the quality or appropriateness of the care delivered. Unless otherwise noted, the medical cases in this report involve only issues of access to health care services.

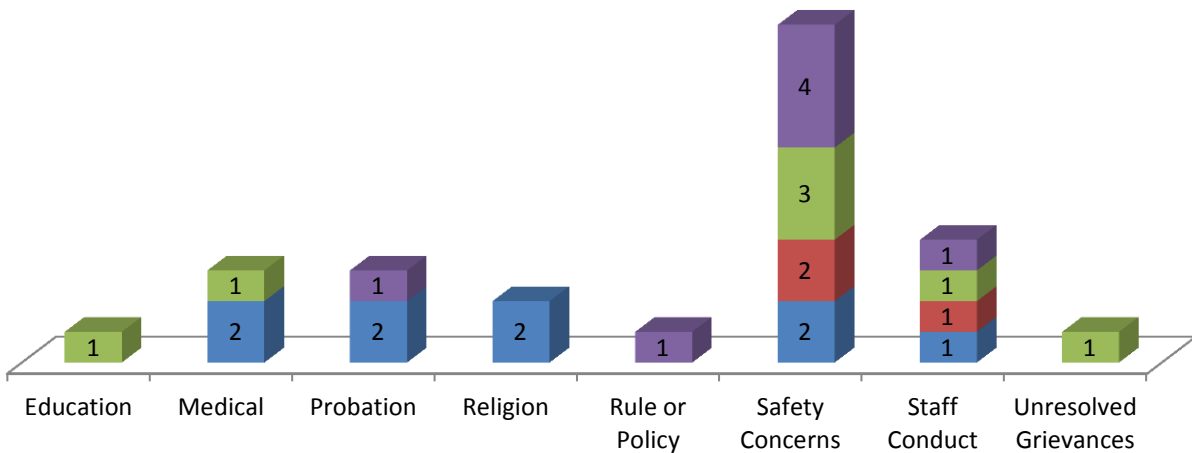
COMPLAINT TYPE & DISPOSITION FOURTH QUARTER FY 17
Involving County Post Adjudicated Youth

Valid-Not Within OIO Scope Unfounded Investigated-Unable to Determine Founded



COMPLAINT TYPE & DISPOSITION-FY 17
Involving County Post Adjudicated Youth

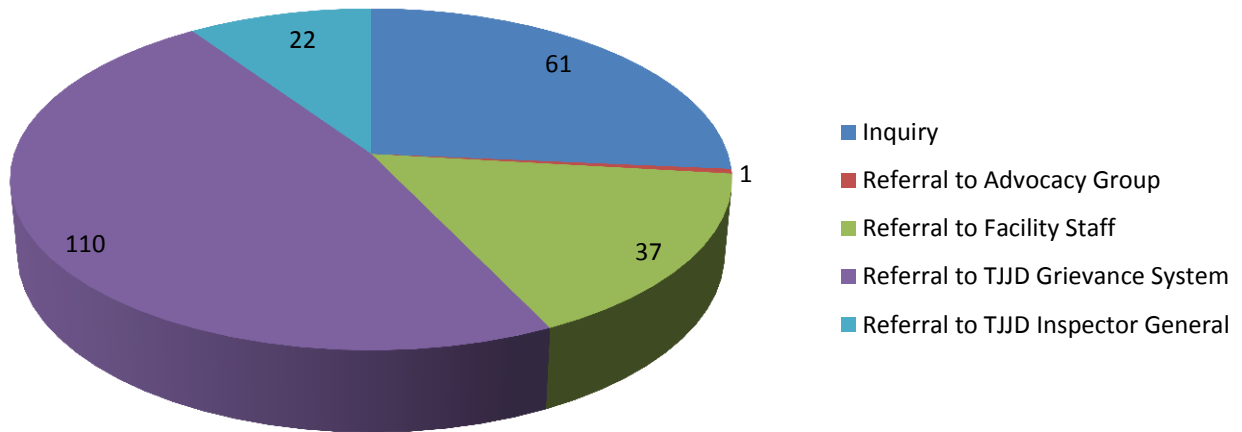
Valid-Not Within OIO Scope Unfounded Investigated-Unable to Determine Founded



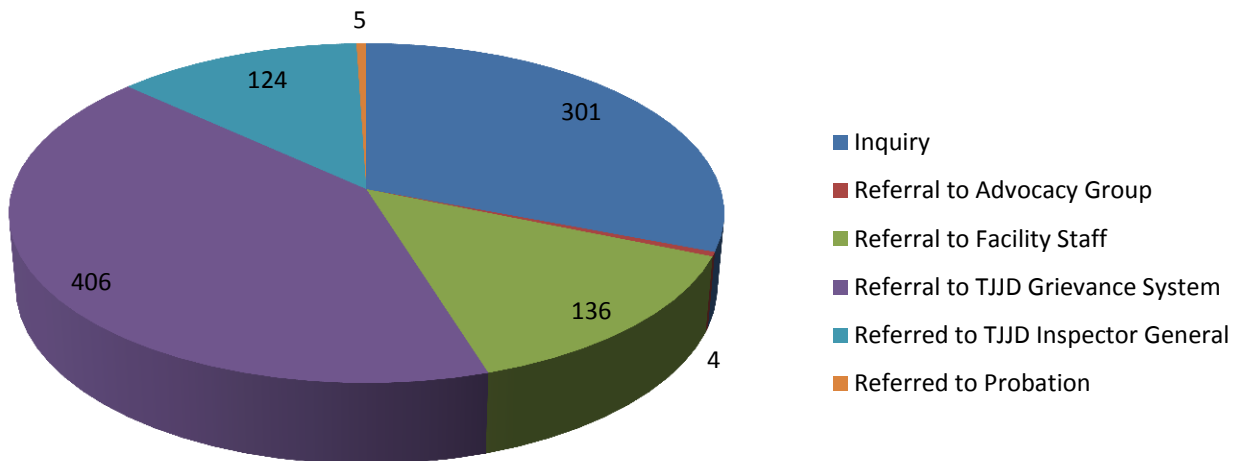
Inquiries and Referrals

In addition to the cases that are investigated by IO staff, the office also receives numerous inquiries and complaints that are referred to the appropriate authority. The IO received 252 inquiries and referrals during the fourth quarter, 231 related to TJJD and 21 related to county post-adjudicated facilities. The IO received 1129 inquiries and referrals during the fiscal year, 976 related to TJJD and 153 related to County Post-Adjudicated facilities.

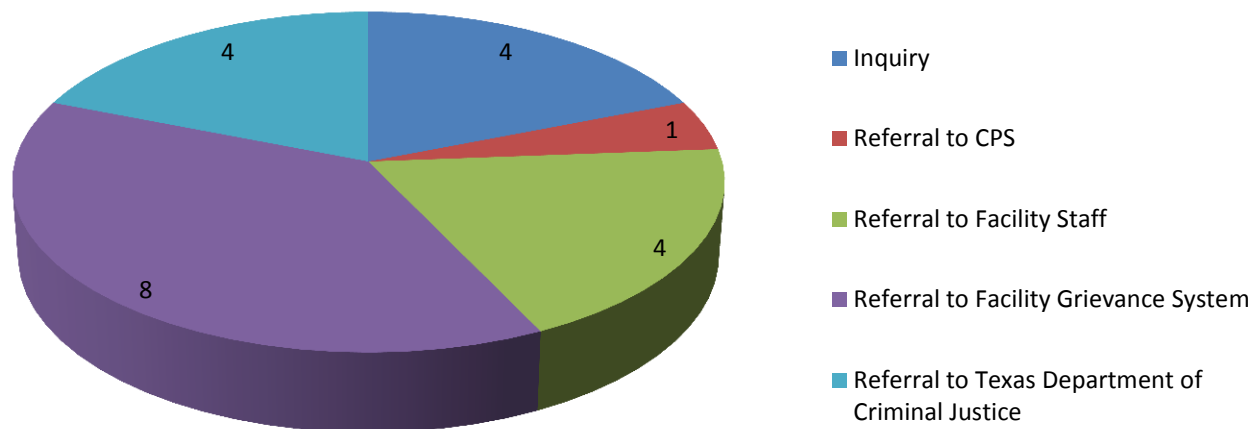
Inquiries/Referrals for TJJD-Fourth Quarter FY 17



Inquiries/Referrals for TJJD-FY 17



Inquiries/Referrals for County Post-Adjudicated Facilities-Fourth Quarter FY 17



Inquiries/Referrals for County Post-Adjudicated Facilities-FY 17

